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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**SECOND YEAR, SECOND SEMESTER EXAMINATION**  
**FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT**  
**DHM 1625:FOOD AND BEVERAGE SERVICE AND SALES**

Date: 9<sup>th</sup> April 2024

Time: 2.30pm-4.30pm

**INSTRUCTIONS TO CANDIDATES:**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- Describe Three Challenges of specialized forms of food and beverage services **(6 Marks)**
- Explain Two Types of functions **(4 Marks)**
- Name Two bar service equipments **(4 Marks)**
- Describe Two Types of communication that a hotel room guest can use to request for a room service **(4 Marks)**
- Explain Three basic billing methods use in food and beverage service areas **(6 Marks)**
- Describe Three Roles of a Food and Beverage Service Manager **(6 Marks)**

**QUESTION ONE (30 MARKS)**

- Describe Three pre-service activities that a restaurant supervisor on duty would carry out as his Mis-en-place **(6 Marks)**
- Explain Three key considerations while serving children orders **(6 Marks)**
- In certain instances, when the triplicate checking system is in operation, it may be necessary to write out special checks. Explain Two special checks **(4 Marks)**
- Describe Two methods of taking food and beverage orders from customers **(4 Marks)**

**QUESTION THREE (20MARKS)**

- Explain Three factors to consider while purchasing an automatic food and beverage vending machine **(6 Marks)**
- Describe Three automatic vending machines used for the service of food and Beverages service items to hotel clients **(6 Marks)**
- Explain 2 tools for selling Food and Beverage items in a hotel **(4 Marks)**
- Describe Two Types of wine and drink lists **(4 Marks)**

**QUESTION FOUR (20MARKS)**

- Differentiate between table d'hôte and an à la carte **(4 Marks)**
- Describe Three factors to consider when designing a menu **(6 Marks)**
- Differentiate between Briefing and De-briefing in the context of food and beverage service. **(4 Marks)**
- Outline Three reasons of briefing food and beverage staffs prior service **(6 Marks)**

**QUESTION FIVE(20MARKS)**

- Describe Three Mis-en-Scene activities that are carried out in food and beverage service areas **(6 Marks)**
- Outline Three general guidelines that ensure appropriate wines are selected to accompany a meal **(6 Marks)**
- Differentiate between a Cider and a Perry **(4 Marks)**
- Differentiate between a brandy liqueur and a liqueur brandy **(4 Marks)**